Cardknox Payments Processing for MyPOS

Setup Guide

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Installation

Pre-requisites

Users must be running Windows 10 or higher
Close MyPOS prior to installing
You must be logged in to Windows as a local Administrator to install
An open USB connection must be available on the computer

Installation Step 1: Setup VeriFone PIN Pad

Driver Install

Download and install the Cardknox Semi-Integrated VeriFone driver (32 or 64 bit)
https://tricityretail.com/support/
Once the driver is installed, plug the PIN Pad USB cable into the computer

Device Manager Port

Check the COM Port assigned to the PIN Pad

- Open Device Manager in Windows
- Open the Ports section
- The drive will be listed with the port number in brackets. This example is for the MX-915 model of PIN Pad

- This COM port setting will be required when setting up the PIN Pad in the Till

PIN Pad Settings

On the PIN Pad

The PIN Pad may reboot if any settings have changed. Wait for the 'Welcome/Bonjour' screen before continuing.

Installation Step 2: Install and Initialize MyPOS Semi-Integrated Payment Software

This Step is only completed ONCE per database on the first device. If already completed on another device, Skip to Installation Step 4.

Once authorized for the Cardknox Plugin, the software will automatically download when starting MyPOS Connect.

Start MyPOS and go into Back Office → System Setup → About

In the middle of the screen, locate the "Loaded Plugins" section

1. Use the drop down and select "CardKnoxPaymentPlugin"
2. Click the "Initialize Plugin" button

You will be prompted with the following screen

MyPOS will create a new Menu item for you with the various Cardknox Payment functions (setup, close batch, force post, etc.). If you have security profiles setup in MyPOS and would like all of these buttons to have this profile applied, choose it from the dropdown. Otherwise, click OK. You can always set security on these buttons individually later.

You will then see the pop-up message:

Products and menu buttons have been created. To complete installation, create a menu button linking to the menu page **Cardknox**

Click OK and your new Menu Layout for **Cardknox** will be created. The next step will describe how you can link this new Menu Layout to your home page (or another page) where you can access it.

Installation Step 3: Configure MyPOS Connect

This Step is only completed ONCE per database on the first device. If already completed on another device, Skip to Installation Step 4.

Menu Layout

Back Office → Data Setup → Menu Layout

Note that you now have a "Cardknox" Menu Layout. This will be the screen that you link to your Home Page (or another page) so that you can access the new Cardknox Functions page.

Click Select beside your Home Page (or another page where you would like to add this button)

The left side of the Menu Layout screen is for assigning the physical button location, and the right side pertains to button settings. Choose a location for the button by clicking on cells in the grid allowing you to set the width and height of your button (e.g. 2 squares wide, 3 squares high).

Once all 6 squares are highlighted use the drop down beside "Target Page" choose "Cardknox"

Click the Save button at the bottom of the screen

Device Options

Back Office → System Setup → Device Options → Credit Card Handling → Credit Cards System.

Ensure the Set Value is 'Integrated', and then 'Save to Device'

Installation Step 4: PIN Pad Setup

Click the Till button in MyPOS and locate your new Cardknox button.

You will see a new Menu Layout with the following buttons.

Select Setup

- Enter the COM Port found in Device Manage
- Baud Rate: 115200 (default)
- Parity: None (default)
- Data Bits: 8 (default)
- Device Name: Verifone_xxxxx
- Enter your *Cardknox Key*
- Select 'Always Print Merchant Copy' if required (will print if signature is required)
- Select Enable Keyed Entry (should only be set if PIN Pad is not functional)

Device Names:
Verifone device names start with Verifone_ and end with .4 (example: Verifone_MX915.4)
P400 P200 MX915 MX925 VX805 MX850 MX860 MX870 MX880

Please Note: The first transaction with the PIN Pad will initiate a download. This download will take a few minutes to complete. This initial download will be longer than the standard downloads in the future as the PIN Pad is being completely setup.

Troubleshooting

General Troubleshooting

In the event of PIN Pad problems, these are some general troubleshooting steps to resolve issues.

- Ensure that your internet is up you have contact with “the outside world”. Try going to websites in a browser window.
- Ensure that all cables to the PIN Pad and the black adapter box are connected.
- Verify that the IP Address, Gateway, and Subnet Mask on your PIN Pad match identically to what has been entered into MyPOS setup.
- Disconnect the power from the PIN Pad. Once power off is confirmed by looking at the PIN Pad display, wait 15 seconds and then repower and wait while terminal initializes.
- Reboot your computer